



S.B. RESTORATION SERVICES

FIRE • WATER • STORM • CONSTRUCTION • CLEANING

Terms and Conditions

Read Carefully

SB Restoration Services, Inc. is a locally owned restoration and cleaning company in Minnesota. SB Restoration Services, Inc. agrees to use its best efforts to perform services in a workmanlike manner using reasonable diligence and care.

Surveying and Pre-Testing

The process of surveying the job environment is an in-depth process. First, we walk through the job, preferable with you to determine the areas that have been affected. Second, we will pre-test the cleanability of surfaces as needed. Pre-testing is designed to identify those items that will be restorable. Finally, we will give you a summary of our findings and explain the recommended steps for restoration.

Extent of Cleaning

SB Restoration Services, Inc. will review the full extent of the damage. You and your insurance adjuster, however, have the final say as to the extent of cleaning to be performed. Please consult with your adjuster if you have any questions.

Things That Do Not Clean

We will separate and save any items which do not clean completely. Our crews will never throw anything out unless you request it.

Deodorize

Our deodorizing will be complete and permanent provided that all sources of odor have been removed, cleaned, or sealed.

The services to be performed are limited by the pre-existing conditions and characteristics of the material, fabrics, furniture, or item being cleaned. Below is a list of the conditions routinely experienced in the cleaning industry. SB Restoration Services, Inc. **DISCLAIMS LIABILITY FOR THESE CONDITIONS**. The customer shall retain responsibility and shall be liable for all costs necessary to correct such conditions, including but not limited to the following:

1. SB Restoration Services, Inc. may, in its sole discretion, pre-test materials for removability of spots or stains, for dye or color fastness, shrinkage, fading, adhesive breakdown, or other problems. It is not always possible to determine these conditions in advance. SB Restoration Services, Inc. **DOES NOT GUARANTEE SPOT OR STAIN REMOVAL, SHRINKAGE, COLOR FASTNESS OR FADING, OR ADHESIVE BREAKDOWN.**
2. Wall and ceiling cleaning **IS NOT GUARANTEED** to restore the original color or painted surfaces. Wall and ceiling surfaces which are heavily smoked will be cleaned so that sealer paint will adhere. These surfaces may clean up better with additional work. This additional work, however, is not or may not be authorized by or paid for by the insurance company if painting is necessary.
3. All fabrics are not conducive to cleaning. SB Restoration Services, Inc. will use its best efforts to advise the customer of any adverse effects which may be reasonably foreseen due to the nature of the fabric or material involved. SB Restoration Services, Inc. will not be responsible for such adverse effects.
4. During the manufacturing, upholstery, or installation process, various materials are used. These materials, such as backing, lining, tacks, or other unknown substances may cause discoloration or other adverse effects to the face material. It is impossible to determine which such adverse effects may occur. It is the customer's responsibility for such unknown conditions unless identified in writing prior to beginning the service.
5. The customer acknowledges that permanently discolored, faded, and/or bleached areas on the carpet, upholstery, drapery, or other types of material sometimes make it impossible to restore the original color or condition. Spot removal is not guaranteed.

All claims for re-service or damages shall be made within 15 days of the service date in writing to SB Restoration Services, Inc. office identified on the front side of this contract.

This contract contains the entire agreement between parties. Additional labor, materials, or other work shall require written amendment to this contract. In the event any terms of this contract are determined to be unenforceable or invalid, for any reason whatsoever, such a determination will not affect the remaining terms of this contract. Further, to the extent any such terms of this contract are found to be unenforceable or invalid, the intent or purpose of such terms will be enforced to the fullest extent allowed by law.